WORLD IN CONFLICT®
SOVIET ASSAULT

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PC
DVD-ROM
SOFTWARE

MASSIVE
ENTERTAINMENT™

UBISOFT

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Within the 90-Day Warranty Period: Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), RMA number and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period: Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

Replacement Fees: Our most recent replacement fee schedule is available online. Please visit http://support.ubi.com for an updated price list.

Warranty Address and Contact Information

Phone: 919-460-9778
Hours: 9am–9pm (EST), M–F
Address: Ubisoft Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560
Please use a traceable delivery method when sending products to Ubisoft.

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GETTING STARTED

System Requirements

Supported OS: Windows® XP/Windows Vista® (only)

Processor: 2.0 GHz or faster single-core (2.2 GHz for Windows Vista) or any dual-core Intel® or AMD® (2.5 GHz or faster recommended)

RAM: 512 MB Windows XP (1024 MB recommended)/1 GB Windows Vista (1.5 GB recommended)

Video Card: 128 MB DirectX® 9.0c–compatible (256 MB DirectX 9.0c–compatible recommended) (see supported list*)

Sound Card: DirectX 9.0c–compatible

DirectX Version: DirectX 9.0c

DVD-ROM: Dual-layer DVD drive

Hard Drive Space: 8 GB

Peripherals Supported: Windows-compliant keyboard and mouse

Multiplayer: Broadband connection with 128 kbps upstream or faster

*Supported Video Cards at Time of Release

NVIDIA® GeForce® 6/7/8/9/X200 series

ATI® 9600-9800/X300-X850/X1050/X1300/X1550-X1950/HD 2400-4800 series

Laptop versions of these cards may work but are NOT supported. These chipsets are the only ones that will run this game. For the most up-to-date minimum requirement listings, please visit the FAQ for this game on our support website at: http://support.ubi.com.

Installing World in Conflict®: Soviet Assault

To install the game, insert the DVD into your computer and follow the instructions. If the Installer is not launched automatically, explore the contents of the DVD and double-click the Autorun.exe file.

Uninstalling World in Conflict: Soviet Assault

To uninstall the game, follow these simple steps:

1. Insert the DVD into the computer's DVD-ROM drive. The Autorun menu should appear.
2. When the Autorun menu appears, click the Uninstall button. This will automatically uninstall all components of the game.

Entering the CD Key

You will be required to enter the CD Key during the installation process. The CD Key is typically printed on the back of the manual or DVD sleeve. This CD Key is unique and should be kept protected at all times. Do NOT give it to anyone else or allow anyone else to use it. Store the CD Key in a safe and secure place as it might be required again at a later time.

Troubleshooting

Please refer to the "Readme.txt" file included on the disc for the latest information regarding troubleshooting and technical support.

PLAYING THE GAME

Basic Controls

World in Conflict: Soviet Assault is a tactical strategy game in which you control a number of units on a battlefield using the mouse and keyboard. With the default settings you can pan the camera around with the W, A, S, and D keys on your keyboard: W for forward movement, S for backward movement, A and D for strafing left and right. You can rotate the camera by holding the middle mouse button down or by dragging the cursor to any of the four sides of the screen.

The mouse is your central tool in controlling your units. You can move the cursor by moving the mouse, and you can select units by left-clicking on them or by holding down the left mouse button and dragging a selection box around them. Once the units are selected, you can issue movement or attack orders by right-clicking on the battlefield or on enemy units.

Buying Units

The upper section of the Reinforcement menu displays the units that are available for purchase. All units cost points, and you have a set number of points to utilize. These points aren't exhausted, but rather invested; if you purchase a unit that costs 1200 points, you will regain those points over time if that unit dies or is destroyed.

The lower section of the menu displays your selected units, the ones you plan to deploy on the battlefield. Once you are happy with the amount of units that you have selected, you can deploy them by sending them to your Drop Zone. You can select your own individual Drop Zone at any time, but only within a specific area of the map. This specific area may change size and location as the game progresses.

SINGLE-PLAYER

The single-player mode tells the story of what might have happened had the Soviet Army invaded the United States in the autumn of 1989.

The Menus

To play the campaign, you first create a profile, which stores your game progress, your saved games, and your awards. You can have as many profiles as you want. The campaign missions are played in a linear fashion and are uncovered over time as you finish your current mission, but you can always go back and replay any mission whenever you like. To resume your progress in the campaign, you can either click Resume Campaign, or select one of your saved games in the Saved Games menu. As you advance in the campaign, you also gain awards and cinematics, which can be viewed in their respective menus.

Besides the main campaign, you can also do a tutorial mission, which explains the basics of the game. This is a good way to start off your military career and to familiarize yourself with the controls. You can also play Custom Missions made with the World in Conflict modification tools.

MULTIPLAYER

The multiplayer mode of World in Conflict: Soviet Assault is a unique game experience in which up to 16 players can play together. You can either play multiplayer over a local area network or via the World in Conflict: Soviet Assault official online portal, Massgate™.

The Roles

All the units available in the game are divided between four different roles. You can only play one role at a time, and you will have to rely on your teammates to cover your back when you need it. Even though some of the units are available across the role borders, commanders of each role do have specific responsibilities toward their teammates.

Armor

The armor role is for anyone who likes to keep it simple. With unparalleled armor protection, the armor role is a powerful presence on ground. Tanks hold their ground very well, and transport vehicles work as helpful aid in fast-paced advancements, giving tanks moderate protection against enemy helicopters.

Air

The air role is perfect for commanders who prefer fast movement and high attack power. The transport and scout helicopters also give the team the benefit of larger visual range and mobility on the battlefield. However, although the air role is a powerful offensive force, it lacks the ability to capture Command Points.

Infantry

The infantry role puts a lot of demands on the commander. Being the most vulnerable to enemy fire, infantry units have to depend on movement and stealth to survive against enemy vehicles. By being able to hide in forests and buildings, infantry units are most at home in forests and larger cities. Armed with highly effective firearms, infantry poses a serious threat to all other roles if played well.

Support

The support role is one of the most diverse available. Apart from its very effective mobile artillery and anti-air vehicles, the support role also includes repair tanks that can repair friendly vehicles. The support role can be hard to master, but it is an essential role for a strong army.

The Game Modes

Domination

In Domination mode, two teams fight for domination over a number of Command Points that are spread out across the map. The team that controls the most Command Points will push the Domination bar to its advantage. You win Domination by holding the majority of the Domination bar, either when the time runs out or by holding it completely. If you control all the Command Points on the map, thus achieving Total Domination, the Domination bar will move twice as quickly as it did before.

Assault

Assault mode is played in a set of two rounds. One team acts as defender while the other team plays the role of attacker. The attacking team must take a number of Command Points in a pre-set order. When the attacking team takes control of the first Command Point, a second

Command Point will appear behind it. When time runs out, or when the attackers take control of all the Command Points, the roles are reversed and it's the other team's turn to attack. In order to win, the second team must capture more Command Points than the first attacking team, or capture them faster.

Tug of War

In Tug of War mode, one long Command Point acts as a frontline. Both teams struggle to control all the Perimeter Points at the same time to push the frontline forward. The map is won when one team pushes the frontline all the way to the other team's side, or when a team has pushed the enemy back and holds the majority of the map when the time runs out.

Few-Player Mode

All the different game modes can also be played in Few-Player mode. Few-Player mode is a special mode where the game is tuned for 1-on-1 or 2-on-2 play. In Few-Player mode, the role system is removed and Reinforcement Points vastly increased, to make sure that all the players get enough firepower to fight off their enemy. This game mode puts a lot of demand on player's individual skills, and is great for commanders who like to have full control of the battle.

THE INTERFACE

The Heads-Up Display

The Heads-Up Display (HUD) consists of five major areas: (1) The Tactical Aid Menu, (2) The Domination Bar, (3) The Reinforcement Menu, (4) The Mini-Map, and (5) The Order Palette.

The Tactical Aid Menu

1. **Toggle Button:** Press this button to toggle the Tactical Aid menu on and off.
2. **Tactical Aid Points:** Used to purchase Tactical Aid.
3. **Tactical Aid Weapons:** Shows the weapons available for purchase. The weapons you can purchase are highlighted.
4. **Multiple Selections:** Use these to spend extra Tactical Aid Points to deliver more than one attack of a certain Tactical Aid Weapon. You can launch up to three attacks at the same time.
5. **Tactical Aid Tabs:** Click these to browse between the different types of Tactical Aid Weapons.

The Domination Bar

1. **The Domination Bar:** This bar displays the current dominance of the map. Your team's flag is on the left and the opposing team's flag is on the right.
2. **Perimeter Point Markers:** These markers display how many Perimeter Points the team is holding, and how fast the Domination Bar is moving.
3. **Time Left:** Displays how much time is left on the map.

The Reinforcement Menu

1. **Reinforcement Points:** These are the points with which you purchase units. Your current usable points appear to the left, and incoming points to the right. The points are made available over time.
2. **Toggle Button:** Press this button to toggle the Reinforcement menu on and off.
3. **Drop-Ship Timer:** This bar displays how much time is left until your drop-ship either arrives or returns to base.
4. **Change Team:** Click here to change team.
5. **Change Role:** Click here to change role.
6. **Role Tabs:** Click here to see the other roles' units available for purchase.
7. **Unit Panel:** These units are available for purchase. Their Reinforcement Point price is displayed under each unit.
8. **Deployment Panel:** These are the units that you have selected for deployment when you click the Deploy Units button.
9. **Change Drop Zone:** Click here to move your drop zone.
10. **Deploy Units:** Click here to deploy the units that you have chosen.

The Mini-Map

1. **Swap Unit Group:** Move camera between your different units on the battlefield.
2. **Toggle Formation:** Toggle between the different formations.
3. **Go to Drop Zone:** Moves the camera to your drop zone.
4. **Toggle Mega-Map:** Displays a strategic overview of the entire battlefield.
5. **Disband Selected Groups:** This button will disband your selected units from the battlefield. You will get all your Reinforcement Points back.
6. **Mini-Map:** An overview with icons representing different occurrences on the battlefield.

The Order Palette

1. **Resupply Squad:** Reinforces your selected Infantry squad.
2. **Next/Previous Special Ability:** Browses the Special Abilities of your selected units.
3. **Offensive Ability:** Click here to use your selected unit's offensive ability.
4. **Defensive Ability:** Click here to use your selected unit's defensive ability.
5. **Stop:** Click here to make your selected units stop.
6. **Attack Ground:** Click here to make your selected units force fire on the selected coordinates.
7. **Hold Fire:** Click here to make your selected units stop firing.
8. **Move:** Issue a move order to your selected units.
9. **Move Backward:** Issue a reverse move order.
10. **Unload All:** Unload all infantry from selected transport or building.
11. **Repair:** Issue a repair order on one of your own or friendly units.
12. **Waypoints:** Issue a move order with multiple waypoints.
13. **Follow Unit:** Orders one or multiple units to follow another unit.
14. **Enter Nearest Transport:** Selected infantry will enter the nearest empty transport.
15. **Enter Nearest Building:** Selected infantry will enter the nearest empty building.

The Requests Menu

NEED GROUND ASSAULT	ATTENTION	I'M GOING HERE
NEED AIR SUPPORT		ADVANCE HERE
NEED ARTILLERY	THANK YOU	DEFEND HERE
NEED ANTI AIR	SORRY	CEASE FIRE
NEED REPAIRS		WRITE TO POSITION
	REQUEST TACTICAL AID	

The Requests menu contains a number of radio commands that can be sent to the other players on your team. Many of the requests require that the player select a location for the specific request, e.g., where the artillery should be placed. The other players will then see an icon on that specific location.

The Mega Map

The Mega Map displays a detailed overview of the battlefield, with an assortment of icons representing the units and other occurrences. The battlefield is split up into a grid, much like a chess board. Players can still issue orders on the Mega Map, and can also select specific filters for what the Mega Map will display. It lacks the full control of the regular camera, but can give players some strategic benefits.

THE UNITS

Armor

Heavy Tank
USA M1A1 Abrams | USSR T-80 U | NATO Leopard 2A4
Offensive Ability: HEAT Shell
Fires a HEAT Shell that is powerful against light armor but not very effective against heavy armor.
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view.

Medium Tank
USA M60A3 | USSR T-62 | NATO Chieftain Mk 5
Offensive Abilities: White Phosphorous Shell (USA and NATO) or Frag-High Explosive Round (USSR)
WP shells create deadly clouds of burning smoke, while the Frag-HE rounds simply explode. Both are deadly against infantry.
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view

Light Tank
USA M551A1 Sheridan | USSR PT-76 | NATO FV101 Scorpion
Offensive Abilities: Shillelagh Missile (USA), AT-4 Spigot Missile (USSR), or HESH (High Explosive Squash Head) Round (NATO)
These anti-tank weapons allow Light Tanks to do more serious damage to heavy armor.
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view.

Armored Transport
USA M2A2 Bradley | USSR BMP-2 | NATO FV510 Warrior
Offensive Abilities: TOW Missile (USA), AT-5 Spandrel Missile (USSR), or Armor Piercing Rounds (NATO)
The TOW and AT-5 are wire-guided missiles, while the Armor Piercing Rounds are alternate ammunition for the main cannon.
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view.

Amphibious Transport
USA AAVP7A1 | USSR BTR-80 | NATO Luchs
Offensive Abilities: MK-19 Grenade Launcher (USA) or HEI Rounds (USSR and NATO)
The MK-19 targets an area, while the HEI rounds add blast damage and fire effects to normal attacks. Both are effective against infantry and light vehicles.
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view.

Air

Heavy Attack Helicopter
USA AH-64A Apache | USSR Mi-24V HIND | NATO A129 Mangusta
Offensive Abilities: Hellfire Missile (USA), AT-6 Spiral Missile (USSR), or HOT Missile (NATO)
Launches an air-to-ground missile that is capable of damaging any tank armor in the world. Best used to disable important enemy vehicles from a safe distance.
Defensive Ability: Drop Flares
Ejects a salvo of burning-hot IR countermeasures that are likely to divert incoming hostile missiles.

Medium Attack Helicopter
USA AH-1W Super Cobra | USSR Mi-28 Havoc | NATO SA-341 Gazelle
Offensive Abilities: Sidewinder Missile (USA), Vympel R-73 Missile (USSR), or Mistral Missile (NATO).
Launches an air-to-air missile, capable of serious damage to enemy helicopters.
Can be defeated by IR countermeasures (e.g., flares).
Defensive Ability: Drop Flares
Ejects a salvo of burning-hot IR countermeasures that is likely to divert incoming hostile missiles.

Scout Helicopter
USA OH-6A Cayuse | USSR Ka-25 Hormone | NATO BO-105 PAH-1
Offensive Ability: IR Scan
Detects enemy units hidden in smoke clouds, forests, and buildings.
Defensive Ability: Drop Flares
Ejects a salvo of burning-hot IR countermeasures that is likely to divert incoming hostile missiles.

Transport Helicopter
USA UH-60 Black Hawk | USSR Mi-8 HIP | NATO SA-330 Super Puma
Offensive Ability: None
Defensive Ability: Drop Flares
Ejects a salvo of burning-hot IR countermeasures that is likely to divert incoming hostile missiles.

Infantry

Infantry Squad
Offensive Ability: Grenade Launcher Barrage
Riflemen equipped with grenade launchers fire a volley of high-explosive grenades. Very deadly against infantry units, but less effective against armored units.
Defensive Ability: Sprint
The infantry squad moves at double speed, but cannot engage enemies for the duration of the ability.

Anti-Tank Infantry Squad
Offensive Ability: None
Defensive Ability: Sprint
The infantry squad moves at double speed, but cannot engage enemies for the duration of the ability.

Sniper
Offensive Ability: None
Defensive Ability: Sprint
The sniper moves at double speed, but cannot engage enemies for the duration of the ability.

Demolition Engineer
Offensive Ability: Demolition Charge
Places a large amount of explosives at the target location. The charge can be triggered remotely by the engineer and is powerful enough to bring down most buildings, as well as any nearby units.
Defensive Ability: Sprint
The demolition engineer moves at double speed, but cannot engage enemies for the duration of the ability.

Troop Transport
USA HMMWV | USSR UAZ-469 | NATO D-90
Offensive Ability: Armor-piercing Bullets
Loads the machine gun with armor-piercing bullets and increases the unit's damage. It's slightly more effective against armored vehicles.
Defensive Ability: None

Transport Truck
USA M939 | USSR Ural 4320 | NATO TRM 4000
Offensive Ability: None
Defensive Ability: None

Support
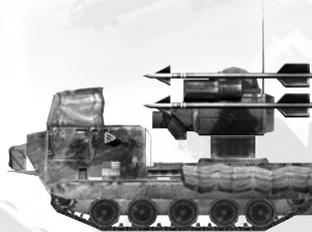
Heavy Anti-Air Vehicle
USA M730A2 | USSR SA-13 Gopher | NATO Roland
Offensive Ability: None
Defensive Ability: Smoke Screen
Launches smoke mortars that hide the vehicle from view.

Medium Anti-Air Vehicle
USA M163 VADS | USSR ZSU-23-4 Shilka | NATO Gepard
Offensive Ability: Ground Support
Directs the unit to target enemy ground forces. Less effective against heavy armor.
Defensive Ability: None

Heavy Artillery
USA M270 MLRS | USSR 2S7 Pion | NATO LARS 110 SF 2
Offensive Ability: Deliver Smoke Screen
Launches a rocket or artillery shell carrying a screening agent at the target location. Creates a thick smoke cloud that blocks line of sight for both enemy and friendly units.
Defensive Ability: None

Medium Artillery

USA M125 | USSR 2S1 Gvozdika | NATO FV 432

Offensive Abilities: White Phosphorous Rounds (USA and NATO) or Incendiary Rounds (USSR)

The WP Rounds are highly effective against infantry and forests and create a deadly cloud that lingers for a short while. Incendiary Rounds load the cannon with high-explosive incendiary ammunition, which is lethal against infantry.

Defensive Ability: None

Repair Tank

USA M88 A1 ARV | USSR VT-55 | NATO Chieftain AAVR

Offensive Ability: Emergency Repairs

Orders the repair crew to perform emergency repairs on a friendly vehicle, immediately reversing a lot of damage. Used correctly, this ability can save allied units from imminent destruction.

Defensive Ability: Field Repairs

Allows the crew to perform field repairs on their own vehicle. Repairs will take some time and will be aborted if the unit is attacked or given new orders.

TACTICAL AID

Tactical Aid is a special type of aid that can be ordered by any player. It is bought with the Tactical Aid Points gained from killing enemies, capturing Command Points, repairing vehicles, or building fortifications. Players then request the Tactical Aid from HQ and place it freely on the map. However, because of the distance to headquarters there is always a slight delay between ordering and receiving these aid weapons. Players must take this delay into consideration and synch the expected time of impact with the enemy's position and movement.

Non-Destructive

These Tactical Aid abilities do not cause any damage, but grant the player other benefits.
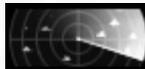
Aerial Recon
Aerial Recon in a target area. Reveals enemy units in the area and exposes hidden infantry.

Troop Transport (Unit Drop)
Drops a Troop Transport at the target area.

Airborne Infantry (Unit Drop)
A squad of airborne infantry parachutes into the target area. The squad leader has the ability to call in artillery strikes on targets within range.

Light Tank (Unit Drop)
Drops a Light Tank at the target area.

Repair Bridge
Deploys a military girder bridge over a destroyed bridge, allowing ground vehicles to cross.

Selective Strikes

The weapons in this category are very powerful in the right situations, but can only target or inflict serious damage on certain types of units.

Napalm Strike
An airplane swoops in and drops napalm bombs over a corridor-shaped target area. The flames linger for a while, causing damage to any unit traveling through. Most useful against infantry and weakly armored units. Clears forests very effectively.

Chemical Strike
An airplane swoops in and drops gas canisters over a large target area, covering it in gas clouds that are lethal to infantry. The gas lingers for a relatively long time, effectively suppressing the area.

Tank Buster
An airplane sweeps down and unleashes its 30mm Gatling gun, destroying any ground vehicles in the corridor-shaped target area. It does not differentiate between hostile and allied units.

Laser-Guided Bomb
Very accurate and powerful munitions are deployed at the target area. Primarily intended to destroy reinforced structures, it is of limited use against other targets.

Air-to-Air Strike
A fighter jet flies through the target area, engaging and destroying any hostile helicopters in range with air-to-air missiles. The area of effect is relatively large and gives players a fair chance to hit the fast-moving helicopters.

Heavy Air Support
Several waves of aircraft enter the specified area, using guided missiles to engage all enemy ground vehicles and helicopters within range, while leaving friendly units alone. New waves are sufficiently long for the Tactical Aid to have a suppressive effect, giving friendly units freedom to act in the area.

Indiscriminate Attacks

The weapons in this category cause damage that affects all units, regardless of unit type.

Light Artillery Barrage
Off-map artillery units deliver several mortar shells, spread out randomly in the medium-sized target area. While the mortar rounds are highly effective against infantry and lightly armored vehicles, direct hits can never be guaranteed. The bombardment lasts long enough to have a suppressive effect on enemy and friendly units alike.

Heavy Artillery Barrage
Similar to the Light Artillery Barrage but bigger and nastier. This Tactical Aid delivers high-caliber artillery fire in a large area. While the impacts are so spread out that they never guarantee a kill, any group of units in the target area is likely to sustain significant losses if they remain in the area once the barrage commences.

Precision Artillery
Off-map artillery units deliver a precise and devastating barrage in a small target area. They are, however, rather expensive.

Air Strike
A ground-attack aircraft flies in and drops cluster munitions over a medium-sized target area. Any ground units in the area will be seriously damaged, or worse.

Carpet Bombing

A single bomber flies in over the target area and unleashes dozens of high-yield gravity bombs, creating a trail of destruction several hundred meters long.

Daisy Cutter (USA and NATO only)

A large military cargo plane flies by and drops a 7.7-ton conventional bomb, creating a massive blast and large smoke cloud. While extremely effective at clearing forests and destroying infantry and weaker ground vehicles, its powerful shock wave is less effective against larger buildings and heavily armored units.

Fuel Air Bomb (USSR only)

An SU-25 aircraft flies by and drops thermobaric munitions that create a vapor cloud of highly explosive fuel which then ignites, creating a massive blast and a large smoke cloud. While extremely effective at clearing forests and destroying infantry and weaker ground vehicles, its powerful shock wave is less effective against larger buildings and heavily armored units.

Tactical Nuke

For desperate situations when nothing else seems to stop the enemy, there is the tactical nuclear warhead. Delivered by a cruise missile launched from a bomber plane, this Tactical Aid leaves a large part of the map in complete desolation, turning the ground and everything on it into ashes. Left in its wake is a massive mushroom cloud and a lingering cloud of deadly radiation, which inflicts serious damage on any unit that approaches ground zero.

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Thanks,
The Ubisoft Team

World in Conflict® : Soviet Assault

PROOF OF PURCHASE

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TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual and the README file (on the game CD). Also browse through our FAQ listings or search our support database at our website, **http://support.ubi.com.** Here you will find the most recently updated information since the game's release.

Also please make sure that your computer meets the minimum system requirements, as our support representatives will be unable to assist customers whose computers do not meet these criteria.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:
• Complete product title (including version number).
• Exact error message reported (if applicable) and a brief description of the problem you're encountering.
• Processor speed and manufacturer.
• Amount of RAM.
• Operating system.
• Video card that you are using and amount of RAM it has.
• Maker and speed of your CD-ROM or DVD-ROM drive.
• Type of sound card you are using.

Support Over the Internet: This is the best way to find answers to common issues seen with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: **http://support.ubi.com.**

Contact Us by Webmail: Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail simply log into our site at **http://support.ubi.com.**

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone: You can also contact us by phone by calling **(919) 460-9778.** Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your computer and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time.**

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

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Contact Us by Standard Mail: If all else fails you can write to us at:
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